



## Project Administrator & Support | **Role Description**

### **About Us**

Big Leaf Foundation is a small charity working with displaced young people in Surrey. Our aim is to provide a nurturing programme of activities, projects and events that focus on combating social isolation and improving wellbeing for the young people we support.

The experience of arriving in a new country is, for many young people, overwhelming and incredibly difficult. They are often cut off from everything that is familiar to them, leaving them vulnerable to loneliness, isolation, anxiety and boredom. Our founders saw an opportunity to change their situation and help them feel a sense of inclusion within a network of their peers and the wider community.

We want to engage the young people we work with to be excited about the opportunities available to them, and to value their unique talents and abilities so that they can rediscover their potential and move forward with renewed optimism. We want to support and empower these young people to know that they are more than the status they have been given and help them find their place within their local community.

### **Our Values**

**Trust & Transparency** | Nothing is more important than trust, because so many of our young people have experienced a world in which they can trust nobody. It's essential that we build a relationship based on trust with our young people, and that they have confidence we will always act in their best interests. We achieve this by maintaining high standards of honesty and transparency at all times.

**Equality** | We approach everything we do with a deep sense of empathy and compassion. We strive to create a sense of community to which we all belong, on equal footing and to create a safe, secure and non-judgemental space for young people to engage and build new friendships, explore new activities, and uncover their talents and passions.

**Growth** | Everything we do is focused on promoting the personal growth of our young people – growth that allows them to know they are more than the status they have been given and that each one of them is unique and valued.

## About the Role

### Overview

Since 2018 Big Leaf Foundation has grown considerably, in the number of young people we are supporting, the geographical spread of those young people across Surrey, and the number of supporting partners and organisations we are working with to provide our enriching programmes. The Project Administrator & Support position has been created to support the Programme Managers with 1) management and engagement with our working partners, and 2) operational project support and administration across the organisation.

- Contract: Self-employed position funded for 1 year (with possibility to extend subject to funding)
- Hours: Part-time (16 hours) p/w worked over 3-4 days p/w
- Salary: £135 per day / 91 days per year
- Location: Hybrid; expectation to be in our Guildford office min. one morning per week (Monday)
- Reports to: Programme Managers
- Closing date: 5pm, Friday 3 July 2026
- Interviews: 9 & 10 July 2026

You'll be embarking on a challenging and rewarding role, engaging directly with the Big Leaf core team to support the development and delivery of programmes and activities for displaced young people in both Guildford and Redhill.

### Key Tasks

- Provide logistical and administrative support to the BLF Programme Managers. This can include liaising with project partners and suppliers, booking transportation and project venues, communication with young people and ensuring relevant consents and permissions are obtained.
- Act as a point of contact and build good relationships with partners.
- Liaise with our Partners including social workers, foster carers, parents and accommodation providers and meet BLFs safeguarding commitments by ensuring all paperwork and consents are in place.
- Manage general enquiries and referrals coming through our website and the contact@ email ensuring these are directed to the appropriate team members in a timely manner.
- Data capture and monitoring: populating Salesforce campaigns and ensuring registers for all activities are kept up to date.

- Provide planning and admin support for our Summer Programme, Refugee Week and End of Year celebrations, including booking venues and transportation, liaising with project partners and communications with stakeholders.
- Occasional in-person project delivery support might be required.

## Person Specification

### Essential

- Passion for supporting displaced young people and commitment to Big Leaf's aims and values.
- Awareness of conflict and migration issues and sensitive to cultural issues.
- Experience in administrative or project support roles, ideally within the charity or voluntary sectors.
- Excellent communication, organisation and planning skills including attention to detail.
- Experience of working collaboratively and establishing positive working relationships with internal and external stakeholders.
- Able to work on own initiative as a self-starter in a fast-moving mainly remote-working team.
- Skilled at multi-tasking and problem-solving.
- Excellent IT and administration skills.
- Experience in handling sensitive information and ensuring data protection compliance.
- Excellent English communication skills in person, by phone and in writing.

### Desirable

- Understanding of the causes of displacement (such as geo political and human geographic) and the effects displacement has on young people.
- Experience of working with people whose first language isn't English.

## What We Offer

- Flexible working hours.
- Ongoing training opportunities.
- Supportive and welcoming team.

Recruitment is conducted in line with safe recruitment practices. Full terms will be set out in the consultancy contract agreement.

Big Leaf particularly welcomes applicants with experience of migration and/or a refugee background. We are an equal opportunities organisation and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.